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Montana State Fund

Guardian

MARCH 2000

PRESIDENT'S MESSAGE

Currently we are going through two very important processes at Montana State Fund—the organizational redesign process and strategic business planning for fiscal year 2001. I have been asked why we are bothering to do the traditional strategic business planning this year when we are uncertain about how our organization will look when the redesign process is complete. Core business functions may be very different following the redesign and people have expressed concern that our strategic business planning will need to be redone.

In reality, strategic business planning and the redesign process go hand in hand. In fact, our strategic planning *drives* our redesign project. Strategic initiatives already identified as critical to our success are shaping the future structure of this organization and are helping guide the design team in their efforts.

Our strategic planning took a new course this year and the completed document will look quite differently than it has in the past. The executive team, with significant input from departmental teams, are developing a high level plan that will incorporate necessary flexibility while keeping us on target to achieve important business goals. Although it may be necessary to fine-tune the plan when the reorganization process is complete, it will continue to serve as a vital roadmap for our success.

REDESIGN TEAM ON THE MOVE!

By Wes Winden

Our redesign team has been hard at it since February 28th! Thanks to the remodeling going on here at State Fund, the design team has a comfortable room to "put their heads together" up on the 3rd floor, close to the snack bar (just kidding). They've spent the better part of this month within the confines of their room, however, recently team members had an opportunity to get out and visit with some of our policyholders and partnership agencies. In addition, the team consultants also spent some very crucial and informative moments with us employees in different focus group sessions. The design team has expressed a very sincere "thanks" for all the input everyone has provided thus far.

If you want to learn more about what the Design Team is working on and where they're at in the project, check out the MSF Intranet Home Page and "click on" the icon of the guy reading the newspaper (not the one that looks like a Chicken McNugget, as Dennis Small would tell you). Updates are posted each week.

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OFF TO A GOOD START

By Wes Winden

The first group of State Fund employees attended Phase I of the Pacific Institute *Imagine 21* training on March 22nd through the 24th and it appears to have gotten off to a good start. I've spoken to a few of those who attended this phase and received some comments like "Great training", and "Really liked it!".

It is a great seminar and I'm glad to hear some folks have embraced the concepts being shared. I'm very excited for everyone to experience this training. So make sure you don't miss out!

Our Design Team: Chuck Christiansen, Tim Fitzpatrick, Sandy Leyva, Curt Larsen, Greg Casaedi (McDonald Corp.), Michael Glass, Jill Olson, Shawn Bubb, Brian Bent and Sam Heigh.

Published monthly by and for the employees of the Montana State Fund.

KUDOS KOLUMN

I spoke with Joyce from Carlson Plumbing. We were just about to hang up and she stopped me and told me how friendly, polite and helpful the State Fund people are each time she calls in. She said she always calls a little confused and we are so nice to help her understand what is going on. She seemed sincerely touched that we always take the time to help her. So yeah for us!! *Lynn Mogstad, Customer Service Unit*

I want to thank Mona Tangen, Wanda Morgan, Amber Sauer, Enid Kalaher for coming in on Saturday March 11 to help add providers to Legal Entity. Their expert help was much needed and very much appreciated. *Jeannie Glenn, Accounts Payable*

Kudos to the Records Retention Team: Dave Hawkins, Marvin Kraft, Stacy Ripple, Jill Olson, Dwight Bernard, and Nancy Butler for putting together a records retention plan to present to the State Records Retention Committee. Now we are approved to use our filenet imaging system as the records retention medium. This will allow us to destroy a warehouse full of paper files. Way to go!!! *Mark Barry, Sr. VP*

CUSTOMER SERVICE COMMUNICATION

By Karen Wegner

We communicate by words, attitude, actions, expressions, and appearance.

Communication is not intent, it is perception...not what you meant, but what the other person heard!

Note on leaving messages with customers: Please leave a full name and telephone extension for the customer to return your call. Not only is it important because names like "Karen" and "Mary" are very common here at State Fund, but it also ensures our customers are able to contact the right person the first time and not have to be "transferred" numerous times.

ICCW REPS

By Mike Hausler

The Employee Advisory Committee would like to announce that April Miller (Legal Department) will be representing the Montana State Fund on the Inter-Departmental Coordinating Committee for Women (ICCW) with Amanda Krissovich (Legal Department) as the alternate.

ICCW was created in 1976 by Governor Tom Judge. The committee's purpose is to create positive change for all state employees by promoting the full participation of women in state government. Five subcommittees exist including, Training, Policy, Communications, Membership, and Networking. The ICCW representative is selected for a two-year term.

The Employee Advisory Committee would like to thank all that expressed an interest in this committee.

Congratulations to April and Amanda! Go Girls!

The "Think Tank" hard at it with Mike Lotter (McDonald Corp.) at the helm!

EMPLOYEE OF THE MONTH

Congratulations to Sherrie Chenovick, Business Analyst, Claim Department. Sherrie was named Employee of the Month for February 2000.

There are many areas in which Sherrie has a significant impact. Her customer service is outstanding. Her knowledge of our computer system and how to "get the most out of it" has contributed greatly to our ability to be where we are today. Sherrie always makes time for those little "emergency" meetings and is terrific at following through on everything she does. Sherrie exhibits tireless efforts, on a daily basis, at working to help identify and correct problems. The energy she expends when trying to help and understand a situation is immeasurable. And, truly, Sherrie's patience is unending.

Congratulations, Sherrie....you're one of the best!

IT'S A MYSTERY

By Morgan Hahn

Who wants to be a MILLIONAIRE?!?!?! Okay, so now that I have your attention...

Let me just say that Melodie Phalp is one in a million. She brings new meaning to the phrase, "If at first you don't succeed, try, try again!" She worked, and worked and sweated, and just about sprained her brain guessing who the January Mystery Employee was. After approximately 235 * guesses, she correctly identified Mary Lynn Ramsey, our very own Customer Service Representative! Yeah!

February's Mystery was significantly easier to identify; much to my shagrin. No sooner had Wes posted the *Guardian* on the Intranet, that I had about five correct guesses! I guess that means Shauna Foley, our April Fool's Day Baby, can be read like a book! Sandy Adams correctly named Shauna...and it wasn't even 8:00 in the morning yet! Larry Thomas put up a good fight, but was 23 minutes slower logging onto the system and e-mailing his correct answer (better hold off getting that first cup of coffee, next time Larry).

Congratulations to Melodie and Sandy!

Here's the March Mystery Employee. E-mail QUICKLY, your guess(es)!!

Pets: This Mystery Employee makes no bones about it: S/he has NO PETS.

Family: IS his/her hobby!

Born: In the (late) 60's between the 29th and 30th parallels (well that knocks me out of the running).

Hobbies: My family (okay, okay, we get the picture!)

Favorite Treat: Anything Mexican (Yo Quiero Taco Bell?)

How do you like to spend your free time?: Free time??!! Are you kidding? Remember...family, family, family, yada, yada, yada!

If you think you know who the *Montana State Fund Mystery Employee* is for March, give me a call, or e-mail me with your best guess!...But you better be QUICK ABOUT IT!

* Morgan's new rule, you can't guess more times than we have employees!

Good luck!

Does someone you know deserve a KUDO? E-mail the message or fill out the Kudos form on the Intranet and send to Wes Winden for publication in the Guardian.

TRAINING

Getting To Know Underwriting & Marketing Department (Part 2); April 3; 9:00am-10:00am; L&C Library (Large Conference Room)

Getting To Know the Agents(Part 2); April 4; 9:00am-10:00am; Location To Be Announced

Word (Beginning); April 5, 6 & 7; 9:00am-12:00pm each day; Computer School, Reeder's Alley

Getting To Know Montana State Fund; April 10; 9:00am-11:00am; Location To Be Announced

Sexual Harassment (VRI); April 12; 1:00pm-2:30pm; Location To Be Announced

Montana State Fund Compensation Program; April 13; 2:00pm-4:00pm; Location To Be Announced

Charting Your Career (Work/Life Series-PDC); April 19; 1:00pm-4:30pm; Location To Be Announced

New Employee Orientation; April 19; 8:30am-10:00am; Room 201

Quality Customer Service (PDC); April 25; 10:am-12:00pm; Park Plaza

HUMAN RESOURCES

Personnel changes as of March 24, 2000

New Hires
Terri Meyer, UW & Marketing
Jeanne Wisler, UW & Marketing

Departures
Maureen LaChere, UW & Marketing

Transfers
Helen Osterloth - Claim

BEST WISHES, MS. KAREN!

Thanks to Karen for reminding me month after month to get my stats in - I will miss that - but I'm sure she already advised Terry St Clair of the procedure! I'll miss you Karen! Good Luck!

Jay Phillips

Karen, for 23 years of friendship and working together - many, many thanks and good luck!

Linda Johnson

Karen M was one heck of a role model——she was dedicated to her position and performed her job professionally and took the time to explain "the Mod World" to us whenever we came to her with questions! She will be GREATLY missed—not just because of her phenomenal knowledge base but for her kindness and willingness to help others!

M. Simpson

Karen... what a warm person you have been to me and may you have a wonderful retired life!

Michelle Spencer

Editor: Chuck Christiansen
Managing Editor: Wes Winden
Employee Reporters:
Morgan Hahn Karen Wegner
Jay Phillips

Please call Wes Winden, 444-6502 with comments or suggested articles.

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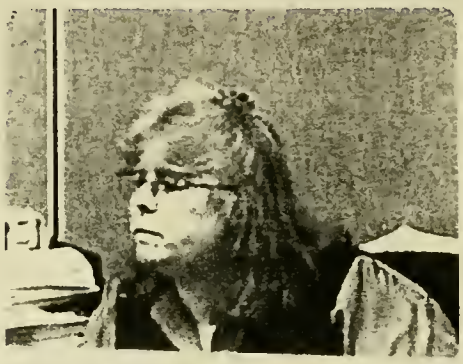

Karen Miser
25+ Years!

When I accepted Karen's position I didn't realize that there was so much to learn and a lot of what I have learned has come from Karen's brain that has 25 years of experience in it. It has been a real challenge but Karen has had a lot of patience in training me. At one point I told Karen that I should have carried a tape recorder and recorded everything that she said so I would have it at a later date if needed. I sure appreciated her extending her retirement so that there was more time for training since not everything is done on a daily or monthly basis but rather just once a year. I will get Karen's phone number before she leaves so she won't get away from me totally until she leaves on her trip at the end of May. I wish her well in her retirement and now she will be able to sleep in every morning instead of getting up and coming to work everyday. Good luck in your retirement!

Terry St.Clair

Karen, I would like to say "Kudos" for all of your hard work and dedication to the PHS system. Thanks for your knowledge, expertise and extra long hours during the definition, testing and launch phases of the project. Your continued efforts towards reaching system stability have been outstanding and very much appreciated. THANK YOU KAREN!

Darcy Johnson

I came upstairs with great expectation,
Terry immediately took sick, and you went on vacation.

I wondered, girl..... just what have you done,
To make these two turn tail and run?

Then Karen came back and began to teach
About mods & forms, and how to deal with each.

We've spent many hours in discussion
Of how, and when, and the repercussion.

You tell of things we can only imagine,
Things that occur on a one time fashion.

Your tried to leave once or twice before,
Your attempts of course, were nipped at the core.

Well, your dream's coming true, and you'll retire,
Your teachings, when gone will be tried to the wire.

Thanks for your training, your time, and your patience,
We wish you life's best.....
Happy adventures and vacations!

Carolyn Perret

Karen: It was a pleasure to work with you for so many years. We shared many memories and experiences as friends and co-workers. Some of those are more fun to remember than others! I especially appreciated your dedication, cooperation and attention to detail. Those qualities made you a valuable part of the State Fund team – I know they will miss you!

I wish you the very best in retirement - sure hope you're better at it than I am!!

Eleanor

NEW EMPLOYEES

Terri Meyer
Underwriting Assistant

Terri joined the State Fund on February 28th, traveling all the way from Rockford, Illinois....not really. Well, maybe sort of. She does hail from Rockford, Illinois, however, she most recently came to us from a company called Unysis and worked on the Department of Revenue Point Project as the Project Control Administrator. Terri received her BA in Economics and Management from Beloit College in May of 1999.

If you ask her what's the most exciting thought she has right now, she would tell you...the month of June. And why? Because she's getting married! Congratulations! Go for it girl!

Welcome aboard, Terri. Glad you could join us!

Jeanne Wisler
Senior Loss Control Consultant

Jeanne (as in "I Dream of...") Wisler (as in "... Mother") arrived on the door steps of the State Fund on, Monday, March 20th. She comes to us from the US Deptartment of Labor, OSHA as the Compliance Safety & Health Officer/Industrial Hygienist. Jeanne initially received a BA degree in Design from the University of Iowa in 1982 and subsequently received her BS degree in Biology from Eastern Montana College in 1991. Born in Billings (and raised - mostly), Jeanne shares her life with her husband (of 16 years) John and their two children, a daughter, Corrie (age 11) and a son, Riley (age 7). When she's not being entertained by her family, Jeanne likes to ski (just learning snow-boarding), karate (Brown Belt), and gardening. Her and John are also trying to finish building their home, which has turned into a longer project than they originally anticipated (it's been 12 years in the works).

Welcome aboard, Jeanne. Glad you're happy to be with the State Fund. You couldn't join a better group of people!